



# COUNTY OF ERIE

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## **DEPARTMENT OF EMERGENCY SERVICES**

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**716 858-6578 – FAX 858-7937**

[www.erie.gov/emergency](http://www.erie.gov/emergency)

### **IAM RESPONDING SYSTEM UPDATES:**

We are releasing new apps and website changes today. If you don't see an app update yet in the App Store or Google Play Store, then please just check back later in the day.

In the iOS apps, Android apps and the IaR website, we are adding:

1. A new map marker galled “Geofence” that adds the ability to geofence buildings and regions, and to attach pre-plans and regional response plans to those geofenced regions. This is similar to our current pre-plan map marker, but these plans will attach to the region that you draw out, as opposed to just a single, specific location.

*PLEASE NOTE:* there is a new system permission in your member profile that you need to have in order to add geofences into your system.

When the "B" or "C" point in the routing to an incident location falls within a geofence that you have created, a new button will appear called "PLANS." Clicking on that button will present you with any plans or images tagged to that particular geofence.

You can add multiple geofences, and they can overlap. In your mapping settings, you can control whether or not to display the geofences.

2. Customizable emergency contact fields. In addition to names and contact information for emergency contacts, you can add customized fields for things such as blood type, known medical conditions, preferred hospital, etc. We hope that you never need to reference your emergency contacts, but in case you do, you can get all of the relevant information easily accessible. Please remember that members with the correct permissions can view all of the emergency contact information for all members, right on their IaR apps.

3. "Heart Healthy" ring tone options that will cause your alert notifications to gradually increase in volume. This is for both the alert notifications in your apps, and for the station alerting setting in your website version. Please note that this works better on longer ring tones, and is not very noticeable on very short ring tones. Remember that this does not over-ride your device's volume setting or change your setting if your device is set to silent. It just gradually increases the alert tone's volume up to whatever you currently have your device volume set at.

In the apps only (iOS and Android):

1. New navigation options within IaR mapping. This is only when pressing the "Navigate" button. You will now have options of Google Maps, Apple Maps and Waze on iOS, and options of Google Maps and Waze on Android.
2. An integration with [FirefighterCloseCalls.com](https://FirefighterCloseCalls.com) to display "Secret List" emails within your IaR apps.

In the Android App only:

1. A setting in the app settings page to enable text to voice read-outs of dispatch notifications, similar to the station alerting feature, but right on your mobile device(s)! That automatically starts to play right after the alert tone is done. Apple does not allow for this in the iOS apps.
2. The addition of all of our default iOS alert tones into the Android apps. You'll see them listed in your ringtone options list when in the IaR settings. They all start with "IaR."

Please stay tuned for additional updates on the system!

The Help Desk is here to assist the First Responders of Erie County with any questions or issues they may have with the Erie County Alerting Network. By calling 716-961-7893 you will reach a staff member to address your specific issue.

When possible we ask that individual members please contact their Agency Administrator for assistance prior to contacting the help desk so that they too are aware of any issues within their department. You may also submit your requests electronically by completing an Alerting Equipment Service Request by clicking <http://www2.erie.gov/alert/>

**Don't forget that we also offer "come one, come all" training webinars every Wednesday.** Just click the "IaR Links" menu option on your app, and then select either "General Overview Webinars" or "Advanced User Webinars." Sign up and join the webinars at any time!